

2003 COMMISSIONER'S AWARD FOR EXCELLENCE



Belinda A. Lewis

Customer Service

Fiscal Assistant

Bristol District

Abington Residency

North Bristol Area Headquarters

Ask for a volunteer for a tough assignment, and Belinda Lewis steps forward. Consequently, she does many projects beyond her assigned work duties as a fiscal assistant. She not only has a reputation for her commitment to financial accountability, she also is recognized as a skillful problem solver.

A former equipment operator, Belinda has natural talent for teaching crew members in the Basic Equipment Operators Course at the Maintenance Training Academy. She also instructs employees making Financial Management System reports, demonstrating excellent communication skills and patience as she tutors students needing extra help. She has written two on-line training courses—one for transportation operators and another for Financial Management System users.

Belinda plays a key role in researching inter-face problems between the financial management and equipment management systems. She also troubleshoots other system problems. She recently led an analysis of equipment system data to compare the rise and fall of equipment rental rates. Belinda takes on these extra duties while keeping up with her own work. Belinda stresses safety, teamwork, accountability, and results. She also demonstrates them, as well as the highest order of customer service.

Nominated by: Michael R. Monfette

